

KCC Fiscal Years 2002 & 2007

Statistical Complaint Data First Quarter Comparison

FY2002 1Q
of Complaint Codes

FY2007 1Q
of Complaint Codes

FY2002 1Q
% of Total Codes

FY2007 1Q
% of Total Codes

Total Complaints for Reporting

Billing Issues	415	342	36.6%	35.9%
Rates/Charges Issues	69	49	6.1%	5.1%
Disconnection/Refusal of Service Issues	153	166	13.5%	17.4%
Customer Deposit Issues	32	19	2.8%	2.0%
Meter Issues	11	32	1.0%	3.4%
Telephone Service Issues	188	101	16.6%	10.6%
Quality of Service Issues	96	95	8.5%	10.0%
Company Unresponsive Issues	121	105	10.7%	11.0%
Non-regulated/Miscellaneous Issues	49	43	4.3%	4.5%

Total **1,134** **952**

Total ELECTRIC Company Complaints for Reporting Period

Billing Issues	130	138	45.8%	39.9%
Rates/Charges Issues	9	34	3.2%	9.8%
Disconnection/Refusal of Service Issues	68	74	23.9%	21.4%
Customer Deposit Issues	9	14	3.2%	4.0%
Meter Issues	6	11	2.1%	3.2%
Telephone Service Issues	-	-	0.0%	0.0%
Quality of Service Issues	29	34	10.2%	9.8%
Company Unresponsive Issues	27	33	9.5%	9.5%
Non-regulated/Miscellaneous Issues	6	8	2.1%	2.3%

Total **284** **346**

Total GAS Company Complaints for Reporting Period

Billing Issues	183	140	54.0%	43.6%
Rates/Charges Issues	14	4	4.1%	1.2%
Disconnection/Refusal of Service Issues	63	97	18.6%	30.2%
Customer Deposit Issues	20	11	5.9%	3.4%
Meter Issues	5	22	1.5%	6.9%
Telephone Service Issues	-	-	0.0%	0.0%
Quality of Service Issues	14	17	4.1%	5.3%
Company Unresponsive Issues	32	25	9.4%	7.8%
Non-regulated/Miscellaneous Issues	8	5	2.4%	1.6%

Total **339** **321**

Total TELECOM Company Complaints for Reporting Period

Billing Issues	97	80	20.3%	26.1%
Rates/Charges Issues	41	10	8.6%	3.3%
Disconnection/Refusal of Service Issues	22	9	4.6%	2.9%
Customer Deposit Issues	3	-	0.6%	0.0%
Meter Issues	-	-	0.0%	0.0%
Telephone Service Issues	173	91	36.3%	29.6%
Quality of Service Issues	54	46	11.3%	15.0%
Company Unresponsive Issues	61	53	12.8%	17.3%
Non-regulated/Miscellaneous Issues	26	18	5.5%	5.9%

Total **477** **307**

Totals By Industry

Electric	284	346	25.8%	35.5%
Gas	339	321	30.8%	33.0%
Telecom	477	307	43.4%	31.5%

Total **1,100** **974**

Number of Consumer Info Records Created **1,363** **881**